

Michigan ITS Center

Serving the Southeast Michigan Freeways
www.michigan.gov/its

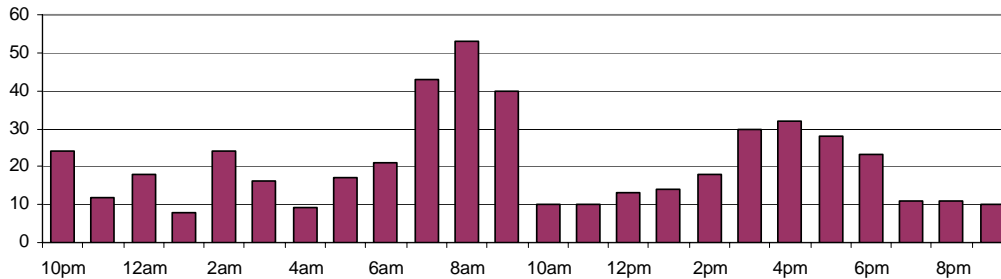


Mia Silver, PE PTOE
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March 2006

CONTROL ROOM SUPPORT ACTIVITY

Total Incidents per Hour



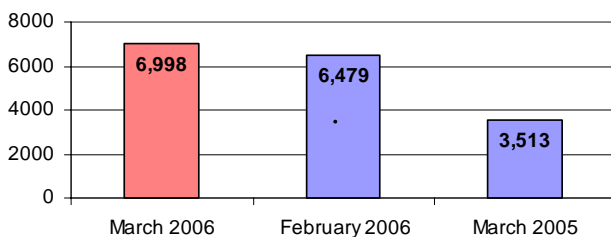
Total Incidents by Roadway

Freeway	Mar 2006	Feb 2006	Mar 2005
I-75	136	132	137
I-94	123	109	121
I-96	37	48	58
I-275	38	29	54
I-375	3	0	2
I-696 (Reuther)	74	63	89
M-5 (Grand River)	0	0	1
M-8 (Davison)	0	0	0
M-10 (Lodge)	48	52	54
M-14	0	0	0
M-39 (Southfield)	36	46	61
Total	495	479	705

Monthly Incident Activity

	Mar 2006	Feb 2006	Mar 2005
Freeway Closures	23	8	N/A
Lane Closures	34	42	N/A
Ramp Closures	4	6	N/A

Monthly Call History

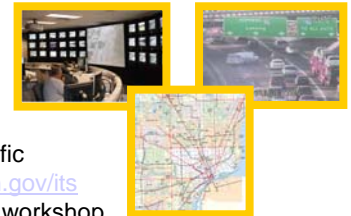


Calls by Type

Agency	No. of Calls
Freeway Courtesy Patrol	4893
Michigan State Police	875
Media	781
MDOT Construction (Incoming)	86
MDOT Construction (Outgoing)	34
Other MDOT	123
ITS Maintenance	49
Other	157
Total	6998

MITS Center News

MDOT hosted an Operations Partnering Workshop which brought together over 80 people from 40 agencies for an interactive morning focused on working together to improve traffic operations. Visit www.michigan.gov/its for summary information on the workshop.



Traffic Incident Management activities included a facilitated email debriefing of a freeway closing incident, and review of a draft emergency route signing design with partner agencies in Macomb County. MDOT and MSP toured the City of Detroit's state of the art 911/Dispatch facility.

Construction operations activities in March included presentation to Metro Region construction team, hosting region-wide construction coordination meetings, and camera-based control room operator training to further enhance monitoring capabilities. With projects starting up, the number of unique road work messages increased from roughly 12 per weekend to as much as 38 per weekend.

CMS message wording was changed from "NB" to "NORTH" (similar for other directions) system wide for all incident messages.

The speed advisory system, including a new Dynamic Message Sign on northbound I-275, went into operation in March.

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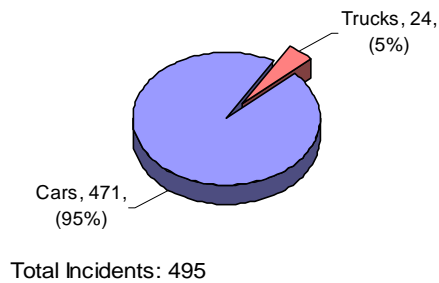
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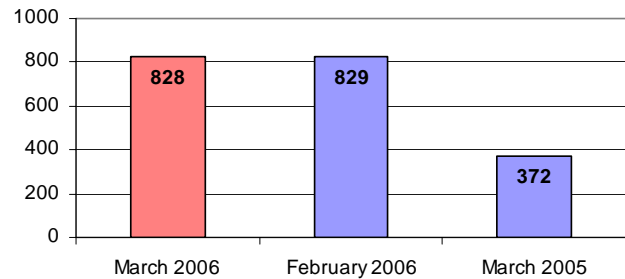
CONTROL ROOM DISPATCH ACTIVITY

- Of the 4,461 assists that the Freeway Courtesy Patrol (FCP) provided during the month of March, 828 assists (19%) were dispatched by the FCP dispatchers located at the MITS Center.

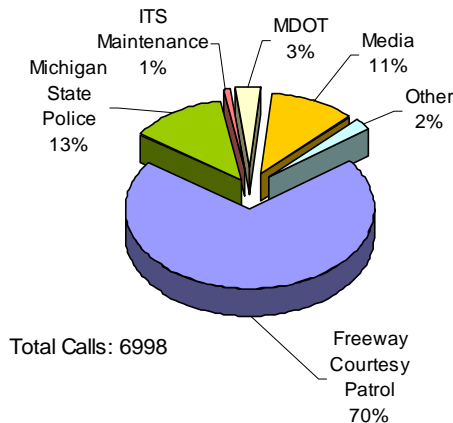
Vehicle Composition of Incidents



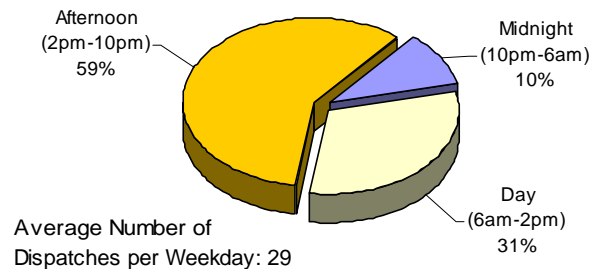
Freeway Courtesy Patrol Monthly Dispatch Activity



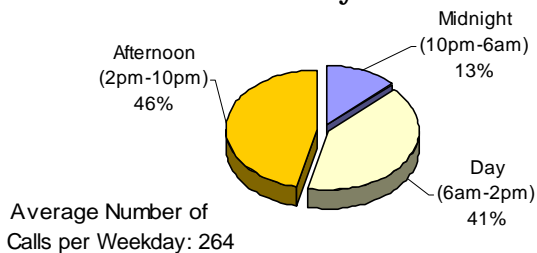
Calls by Type



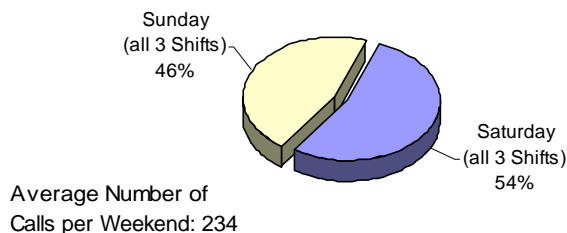
Freeway Courtesy Patrol Dispatches by Weekday Shift



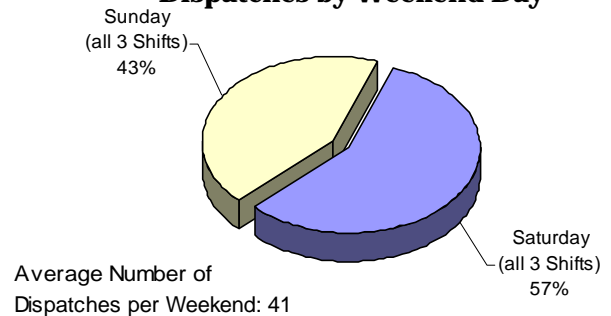
Calls by Weekday Shift



Calls by Weekend Day



Freeway Courtesy Patrol Dispatches by Weekend Day



Note: Additional FCP information may be found beginning on page 4.

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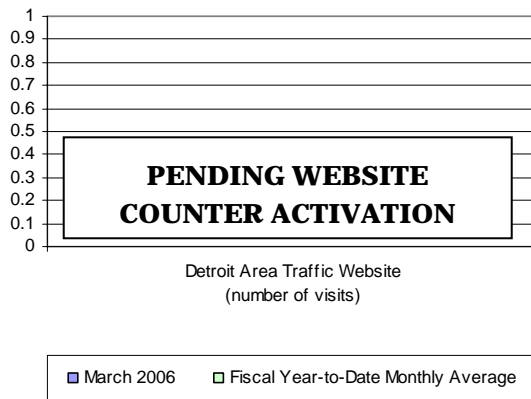
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TRAVELER INFORMATION ACTIVITY

- The MITS Center provides traffic information to users and motorists via the dynamic message signs (DMS) and the MDOT website (see www.michigan.gov/mdot, click on "Detroit Traffic")

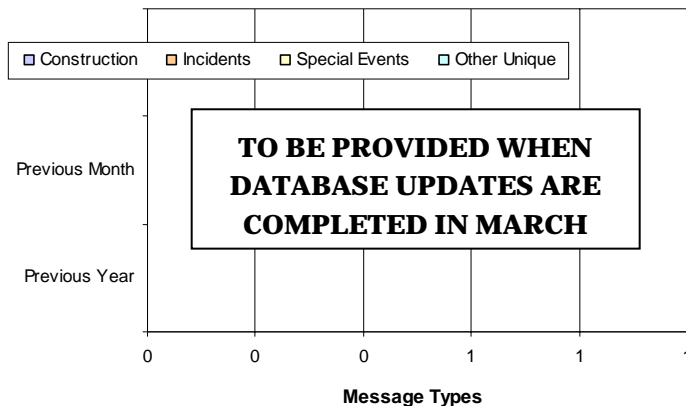
Website Activity



Top 5 DMS with Unique Messages

- 1.
2. **TO BE PROVIDED WHEN DATABASE UPDATES ARE COMPLETED IN MARCH**
- 3.
- 4.
- 5.

Unique DMS Messages by Type

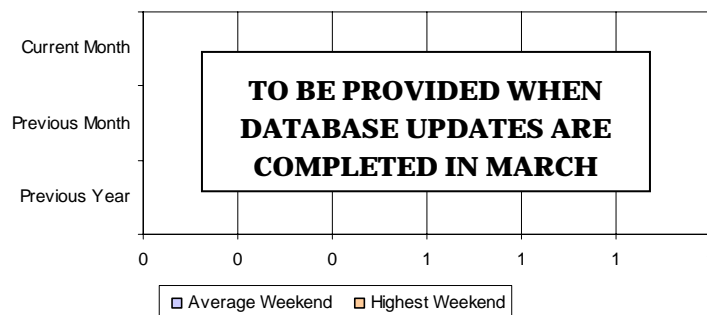


Incident Communication Accuracy

Weekend DMS Snapshot Review	Mar 2006	Feb 2006	Mar 2005
All Incident Messages	100.0%	100.0%	N/A
High Impact DMS Messages	Mar 2006	Feb 2006	Mar 2005
All High Impact Messages	98.4%	96.4%	100.0%
Freeway Closure Messages	100.0%	100.0%	N/A
Lane Closure Messages	97.1%	95.2%	N/A
Ramp Closure Messages	100.0%	100.0%	N/A
Other Communication	Mar 2006	Feb 2006	Mar 2005
Advisory Text-Messages	93.4%	91.1%	95.0%
Website Incident Postings	96.7%	100.0%	91.0%

- An auxiliary message was provided to motorists X% of the time when an incident required a shoulder closure or lane closure.
(to be provided when database updates are completed in March)

Weekend Construction DMS Message Activity



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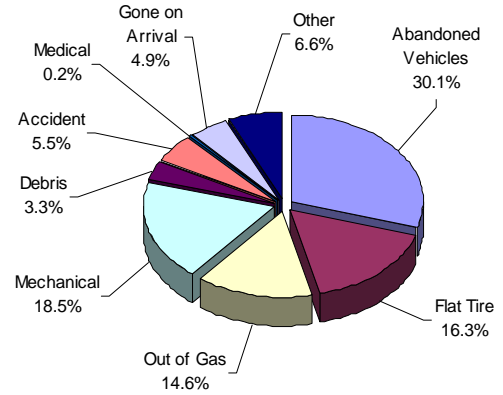
FREEWAY COURTESY PATROL ACTIVITY

- Established in 1994, the Freeway Courtesy Patrol provides assistance to motorists by reducing potential crash situations, relieving traffic congestion and helping to create safer driving environments. Services are funded by MDOT through a grant from the Federal Highway Administration.

Motorist Quote of the Month

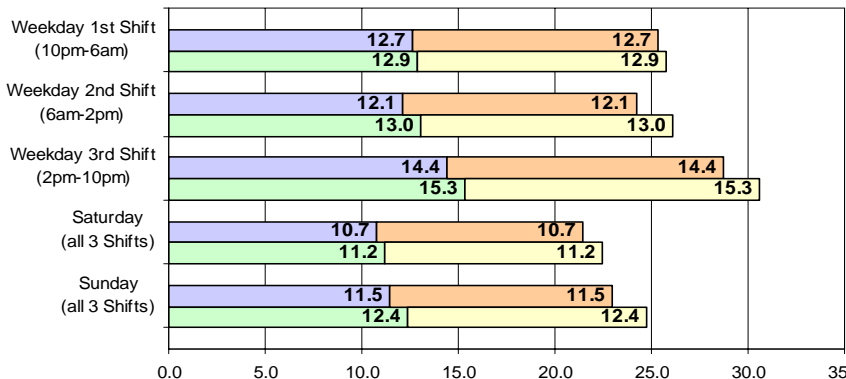
"I would like to Thank You for the assistance of Larry (employee #44). He stopped to offer me some gasoline, as I was on the side of I-75 & 14 Mile rd. I was driving a rental car and was unaware the gas gauge was broken. I was absolutely terrified I was going to get hit by one of the many semis passing by. Thanks to Larry I was able to get on my way and off the freeway. Thank you so very much."

Assist Type



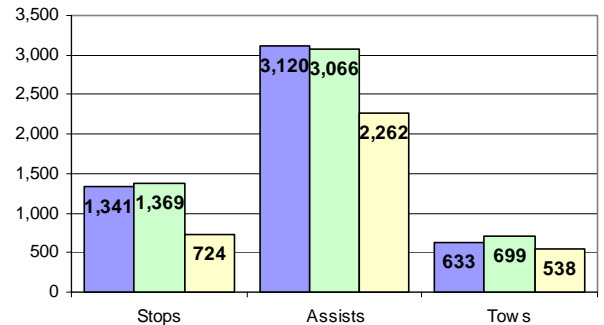
Total Number of Incidents: 4461

FCP Average Service Times



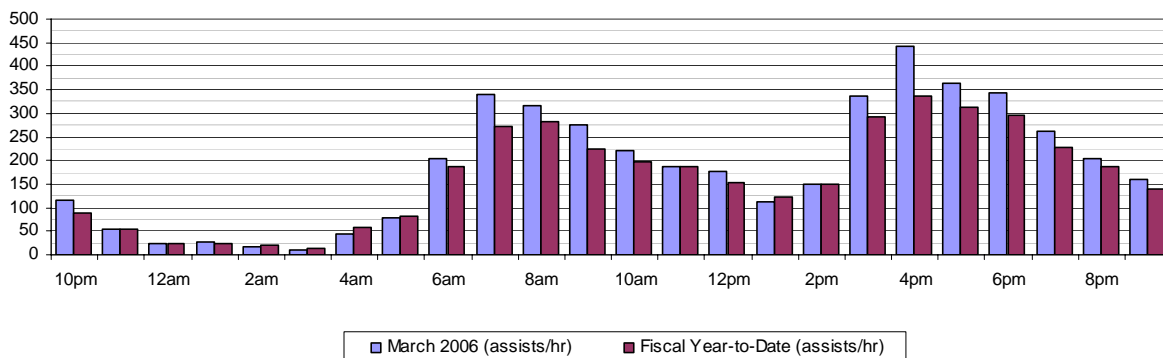
March 2006 (min): Average Response Times Average Clear Times
Fiscal Year-to-Date (min): Average Response Times Average Clear Times

History of Key FCP Activities



March 2006 February 2006 March 2005

FCP Assists by Time of Day



March 2006 (assists/hr) Fiscal Year-to-Date (assists/hr)

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FREEWAY COURTESY PATROL ACTIVITY

Freeway Courtesy Patrol Service Area



0 - 5.9 (assists/mile) 6 - 8.9 (assists/mile) 9 - 11.9 (assists/mile) 12 & greater (assists/mile)

Freeway	COVERAGE (miles)	TOTAL ASSISTS*		ASSIST DENSITY (assists/mile)		AVERAGE RESPONSE TIME (min)	
		March 2006	Fiscal YTD	March 2006	Fiscal YTD	March 2006	Fiscal YTD
I-75	87.6	1126	915	12.9	10.4	13.3	13.8
I-94	60.7	1008	820	16.6	13.5	12.6	13.7
I-96	34.0	684	510	20.1	15.0	11.4	14.2
I-275	37.5	405	312	10.8	8.3	13.9	13.3
I-375	1.2	6	7	5.0	5.6	6.3	7.3
I-696 (Reuther)	28.7	388	367	13.5	12.8	12.2	12.2
M-5 (Grand River)	10.3	58	36	5.6	3.4	22.0	13.6
M-8 (Davison)	2.2	69	54	31.4	24.3	10.7	9.4
M-10 (Lodge)	17.9	454	301	25.4	16.8	9.9	11.8
M-14	6.4	66	65	10.3	10.1	15.3	14.7
M-39 (Southfield)	14.2	196	196	13.8	13.8	11.6	12.9

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DATA KEY INFORMATION

Table	Description	Data Source
Total Incidents per Hour	Displays the total incidents in the current month by hour of day.	ATMS Incident Log - Manually entered information by the operator.
Total Incidents by Roadway	Displays the total incidents in the current month by roadway.	ATMS Incident Log - Manually entered information by the operator.
Monthly Incident Activity	Displays the number of major incidents for the current month, previous month, and previous year.	Monthly Closure QC - QC of email advisory notifications sent for major incidents.
Monthly Call History	Displays the number of incoming and outgoing Control Room Operator calls, including 2-way and select MSP CAD entries, for the current month, previous month and previous year.	Call Log Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Calls by Type (page 1)	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	Call Log Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Vehicle Composition of Incidents	Displays the amount of incidents involving trucks and the amount of incidents not involving trucks for the current month.	ATMS Incident Log - Manually entered information by the operator.
Freeway Courtesy Patrol Monthly Dispatch Activity	Displays the number of incidents dispatched by Control Room operators to FCP for the current month, previous month, and previous year.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
Calls by Type	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	Call Log Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Freeway Courtesy Patrol Dispatches by Weekday Shift	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekday shift.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
Calls by Weekday Shift	Displays the distribution of call activity for the Control Room operators by weekday shift.	Call Log Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.

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DATA KEY INFORMATION

Calls by Weekend Day	Displays the distribution of call activity for the Control Room operators by weekend day.	Call Log Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Freeway Courtesy Patrol Dispatches by Weekend Day	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekend day.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
Website Activity	Displays the total number of server requests for current month, previous month and previous year on the MDOT real time traffic information website.	Pending incorporation of web server statistics.
Top 5 DMS with Unique Messages	Displays the top 5 DMS in terms of the number of unique messages displayed for the month.	Pending completion of database updates.
Unique DMS Messages by Type	Displays the total number of unique DMS messages by type that occurred during the month.	Pending completion of database updates.
Incident Communication Accuracy	Displays the accuracy of DMS, advisory text messages and messages posted on the website. Accuracy measures include DMS signs used, wording, and timing.	Monthly Closure QC - QC of email advisory notifications sent for major incidents. Daily DMS Message QC - QC of DMS message snapshots system wide 7 times per day, 3 days per week High Impact Message QC - QC of incident information for each high impact incident resulting in an email advisory.
Weekend Construction DMS Message Activity	Displays the total number of freeway construction DMS messages displayed in a month.	Pending completion of database updates.
Assist Type	Displays the distribution of incident types for incidents responded to by FCP.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
FCP Average Service Times	Displays the average response times and average clear times by shift.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
History of Key FCP Activities	Displays the number of Freeway Courtesy Patrol "stops", "assists" and "tows" for the current month, previous month and previous year.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident
FCP Assists by Time of Day	Displays the total assists for 2-hour increments over a 24-hour period.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.

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DATA KEY INFORMATION

Freeway Courtesy Patrol Service Area - Map	Displays FCP freeway coverage by roadway measured by assists per mile of freeway.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
Freeway Courtesy Patrol Service Area - Table	Displays the total coverage distance, total assists, assist density and average response time by freeway. Values with no available data are denoted as "-"	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.